



NAIC **SERFF**

SERFF Modernization Update for Speed to Market Working Group

October 31, 2024

Let's Get to the Point...

The question on everyone's mind:
What caused the release to be delayed?

Background

- In July, we announced that the first release of the modernized SERFF platform would “go live” on November 11.
- As a reminder, this release includes functionality for Interstate Compact filings and a self-service user management module.
- Earlier this week, we announced that the release would be delayed.

What Happened?

- Performance and load testing indicated the potential for slow response times in production.
- Industry training and user acceptance testing yielded feedback we wanted to address.
- We discovered some data migration issues that need to be corrected.
- Production rehearsal revealed work needed on deployment processes.
- Discussed with Compact leadership, who supported a delay.

Now What?

- Expert guidance obtained to identify and correct causes of slow response times.
- Minor adjustments being made to improve functionality and usability.
- Data migration scripts undergoing scrutiny and refinement.
- Second rehearsal being scheduled.

All these changes need to be thoroughly tested.

- Team is working to establish a new date.

Further Impact of Delay

- We still plan to release over a weekend - 5 pm CT Friday to 7 am CT Monday downtime for legacy system.
- We still plan on a "warranty" period of 6-8 weeks to address any issues and continue refinement of Release 1 features.
- The team is working on strategies to reduce domino effect on future phases.

SERFF at the National Meeting

- Two project update sessions (same content.)
 - Sunday, 11/17, 8 AM
 - Monday, 11/18, 8:30 AM
 - Both sessions in the Crest 3 meeting room.
 - Sessions are not available for hybrid participation.
- **No Table Topics this meeting!**
- Want 1:1 time? Email bkieras@naic.org.

Additional Engagement Opportunities

- Site visits
 - 2025 visit calendar underway - contact us with interest!
 - As state visits are scheduled, we may ask nearby companies for a visit.
 - Local/near to Kansas City? Ask about a visit to your location.
- More virtual sessions
 - Recurring industry training & feedback sessions to be scheduled.
 - Sessions with professional association & related groups.
- Workshops for state and industry to be held in Kansas City - dates TBD.
- Don't forget about our monthly Product Steering Committee meetings.
- States - join our group on NAIC Connect!
- Uptick in email & SERFF Alert Communication

Questions?

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